

SUMMER GUEST HOUSING

POSITION DESCRIPTIONS

Facilities Team Leader

A Facilities Team Leader is a full-time (approximately 40 hours per week, and may include weekends), live-in position and has the overall responsibility to create a comprehensive guest housing operation that meets the goals of the Summer Guest Housing Program. A major function of the Facilities Team Leader is that of ensuring that the various staff functions are fulfilled through appropriate and equitable delegation of specific tasks. The Facilities Team Leader assumes the major leadership role in providing direction in the hall and supervises a staff consisting of six Guest Hosts. Facilities Team Leaders interact with a wide variety of clientele and must show a willingness to provide for the needs and expectations of these groups.

Specific Duties and Responsibilities:

Staff Selection & Training

- Assist in the hiring process of Guest Hosts & Linen Team (see SGH Timeline for Guest Host/Linen Team Interview schedule) during the Spring Semester.
- Meet with Hall Director and Assistant Hall Director of assigned building prior to opening and closing.
- Attend ALL mandatory training sessions (Spring and Summer).
- Coordinate the opening and closing of a residence hall.
- Facilitate staff training and opportunities for personal and professional development.

Supervision

- Supervise and evaluate day-to-day operations and 6 staff members.
- Completing formal mid-summer staff appraisal.
- Promote good staff relations, a support system for individual staff members, and a format for the information exchange necessary for the staff to function effectively as a team (i.e. weekly staff meetings).
- Responsible for providing direction to the staff in communicating, interpreting, and administering residence hall and University policies and procedures.

Operations

- Ensure guest-friendly atmosphere and quality customer service behavior from staff.
- Maintain high visibility and availability within the hall, and initiate contacts with guests and other staff.
- Ensure the effective operation of the front desk of the residence hall.
- Responsible for scheduling front desk shifts with other staff members to ensure proper maintenance and safety.

- Responsible for obtaining information on guest group arrivals and departures and communicating relevant information to staff in a timely manner.
- Completing weekly reports.
- Completing an end-of-summer report.
- Attending one-on-one meetings with the Operations Manager.
- Work 1-2 desk shifts per week.
- Cover any shifts unable to be filled by a Guest Host.
- Work closely with ABLE staff and Summer Guest Housing Staff to ensure that rooms are ready for guest check-in and cleaned upon group checkout.
- Responsible for maintaining timely linen pick-up and delivery with the Linen Team.
- Ensure ALL linen is removed from respective building before the end-of-summer closing.
- Other duties as requested by the Operations Manager and/or the Manager of Summer Housing & Marketing Publications.

Monitor the Physical Facilities, Environment, Safety, Security and Operations

- Oversee inspection and documentation of inventory of linen, keys, furniture, and equipment belonging to respective building and Summer Guest Housing.
- Monitor the physical facilities, environment, safety, and security.
- Establish appropriate safety precautions and emergency training for staff (including dissemination of information, maintaining student awareness of emergency procedures, and coordinating other activities pertinent to hall safety).
- Prepare work orders as needed (per approval of Operations Manager) and maintain records of work orders, repairs and replacement of equipment, etc.

Requirements:

This position requires: professionalism, customer service skills, initiative, adaptability, independent judgment, excellent communication skills, the ability to work as a team member, conflict resolution skills, creativity, and basic computer skills with a preference given to experience in leadership and/or management roles. This position also requires an ability to work under pressure while maintaining a high level of cordiality. There are also times when this position requires manual labor; particularly moving linens and making beds in rushed situations.

Supervision & Expectations:

The Facilities Team Leader reports directly to the Summer Operations Manager for Residence Life and is expected to be on-call and available any time he/she is on campus. Employment as a Facilities Team Leader is considered the employee's first priority for the duration of the summer. The Operations Manager must approve any other jobs or any summer school courses the Facilities Team Leader plans on taking.
